

## **South Island Contracted Service Delivery Project**

*Planning Today for a Better Tomorrow*

BACKGROUND – August 2009

In January 2008, the Vancouver Island Region of the Ministry of Children and Family Development initiated a project to develop a sustainable service delivery plan for contracted services in the South Island area, which includes Westshore and Sooke, Peninsula and the Gulf Islands and the core Victoria area.

The purpose of the South Island Contracted Service Delivery Project is to review non-residential services through a community engagement process and develop a new, multi-year service delivery plan for implementation in the spring, 2010. The services covered by the project include Child and Family Development, Adoptions, Youth Justice, Early Childhood Development, Child and Youth Mental Health and Children and Youth with Special Needs.

Working in collaboration with our community partners, the Vancouver Island Region is committed to providing integrated and continuous services that reflect a balance of prevention and intervention and provide the best possible outcomes for children, youth and families in the South Island area.

### **Project Principles and Goals:**

The project is guided by the following principles:

1. Wherever possible, services should be delivered/accessible at a community level.
2. Key stakeholders should be involved in service planning.
3. Contracting will be done according to government policy.
4. Communication of project implementation will be timely and transparent.
5. Commitment to culturally appropriate services.
6. Sustainability of services.

The project is supported by the following key goals:

- Services purchased are based on the best available evidence for good outcomes and reflect the desired mix of prevention and intervention services;
- Key stakeholders are active participants in service planning through an engagement strategy that includes partnership, involvement and consultation;
- Services and contracts are aligned with the new geographical structure for South Island service management;
- Utilization rates and expenditures on services to Aboriginal clients are identified; disentanglement of Aboriginal services and expenditures is realized for contracted services;
- Procurement and contracting policies and procedures are complied with; contracts reflect current language and reporting requirements through use of the Contract Writing Tool, and;
- Budgets and expenditures are aligned; flexibility to meet emergent needs is realized.

### **Project Update:**

The project is structured in three phases:

- Phase one review of services (March – September 2008)
- Phase two development of a service-delivery plan (September – December 2009)
- Phase three implementation of the plan (February – June 2010)

The review (phase one) involved an extensive community engagement process with the Aboriginal community, ministry workers, service providers and youth and families receiving service. Meetings were held with 31 groups and attendance involved more than 350 participants. The findings of the review were consolidated in a report in November 2008, which identified a number of recommendations for changes to the existing contracted services. The Vancouver Island Region adopted the report and has acted upon some of the recommendations. A number of them, however, still need to be discussed in the next phase of the project before being implemented.

### **Next Steps:**

The Vancouver Island Region is utilizing the report to inform service planning (phase two), which begins in the fall 2009 with the project's second round of

community engagement to develop a multi-year service delivery plan. The project team is currently planning the collaborative planning sessions, which will be held between September and November, and will notify our community partners about their participation in the sessions when they are organized. A service delivery plan will be finalized by December 2009 and implementation of the plan will begin in the spring 2010.

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